



FIA Matters!

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Submit stories by e-mail to FIA-Newsletter@michigan.gov

Crawford FIA employee wins outstanding worker award

From Martha Jane Burns
Crawford County FIA, Grayling
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Crawford County FIA adult services specialist **Diane Campbell** was named Crawford County's Outstanding Human Services Worker for 2004. The award was presented May 10 at the Crawford Adult Resource Expo, a gathering of organizations that service the adult community in Crawford County.

When making the award, Sherry Hoyt of the Crawford Adult Resource Exchange (CARE) Committee said Diane exemplified the qualities most helpful in reaching out to the adult citizens of the county. Diane was recognized for working diligently to establish the CARE Committee in Crawford County and spearheading efforts to develop the Adult Community Resource Guide.

Committee members said Diane works fervently to ensure adults in this community receive the protection they need and get the services available to them.



Diane Campbell (left) receives her award from Sherry Hoyt.

Today's big story

Leadership Academy receives national recognition

Information: Bill Patrick

PatrickB2@michigan.gov

FIA and Developmental Dimensions International have been awarded an Excellence in Practice Citation for the Leadership Academy. The award was

given at the American Society for Training and Development international conference and expo. The award recognizes and celebrates outstanding contributions and achievements in advancing learning and performance in the workplace.



Leadership Academy director Bill Patrick (center) receives the award from Tony Bingham, CEO of American Society for Training and Development, and its board chairperson, Pat Crull.

FIA Office of Professional Development would like to thank everyone who has contributed to the success of the academy. The Executive Staff, Advisory Committee, mentors, action learning sponsors and academy members and their supervisors. This award is a reflection of the

commitment at FIA to developing our leaders. FIA employees can read more about the upcoming 2004 Leadership Academy at this web address:

<http://intranet-01.mfia.state.mi.us/opd/Leadership/LAMain.html>

My story is missing!

Did your story not appear in this issue of *FIA Matters*?

That's probably because there were more stories submitted than we had space to publish. If that's the case, your story will be along in a following issue.

Unless special circumstances dictate otherwise, we publish stories in the order they are received. Our goal is to present your story the way you want. If we fail to do that, let me know.

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Checking out displays at International Day at Lapeer FIA are (From Left): D. S. Moore, Debra Grosjean, Barbara Pinch, Irene Bazan Waller, Randall Heinrich and Rachel Johnson.

International Day at Lapeer Co. FIA

From Karen Foster, Community Resource Coordinator
Lapeer and Sanilac County FIA

FosterK@michigan.gov

Lapeer County FIA staff members celebrated their diversity June 22 in a variety of ways. Staff members displayed cultural artifacts, souvenirs and pictures from Germany, Poland, Ireland, Brazil, Ukraine, Romania, the Netherlands, Greece, Laos, and other countries. Items included dolls in ethnic costume, photos, needlework, wooden shoes and more.

Ethnic food tickled the taste buds with items as varied as Tim Horton donut holes (from Canada), Gouda cheese (Dutch), cabbage rolls (Polish) and Argentinean candy. County director Irene Bazan Waller held a contest and awarded prizes to staff who could locate her in a montage of Brazilian "Carnaval" photos. Staff members also offered informational material and ethnic recipes from various cultures.

Q: There was a discussion in our office of what the letter "L" stood for in "L-letters." Several opinions were given, but no one was sure of the answer. I'm sure other staff would like to know what the L stands for. Could the answer be published in the newsletter?



Janice Tribble

Office of Children and Adult
Licensing

A: Your office wasn't the only one where people offered several opinions on the source of the name, Janice. Some long-time staff members believe it stands for Local Office while others believe it stands for Lawless, the name of a person that formerly managed field operations in this agency. Bottom line: we were not able to locate a definitive answer on this.

Baby shower for our children

From Elaine Harrison

Western Wayne County Child and Family Services, Taylor

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Western Wayne Child and Family Services had a baby shower April 17 to replenish our clothes closet for our customers – children. The volunteer event was held in the Taylor Community Center. Guests were invited to bring a gift of clothing for children up to 10 years old.

The guest speaker was Detroit City Council member Sharon McPhail, who spoke of her time as a foster parent and the fact that she came from a large family, who lost their mother, when she was a teenager. Western Wayne CFS district manager **Derle Barnes** also spoke and thanked all the staff and participants.

The idea for the baby shower came about due to Baby Jake – a nickname the staff called one of our youngest customers. Baby Jake was released from the hospital in January and was to be taken to Lansing, to hook up with his foster home. January was frigid and when the worker's went to retrieve the child there was very little clothing for the baby. The clothes closet was nearly empty and we could not allow that child to go out on his journey with a thin blanket.

CFS staff members **Sharon Grady** and **Judy Austin** came together and got Baby Jake a warm sleeper-snowsuit to face the icy world. The lack of available clothing in our closet originated the thinking about how to replenish it and they came up with the baby shower theme. The shower was dedicated to Baby Jake but would benefit all our customers.

The Baby Shower Committee – Grady, Judy and **Pamela Traskos** of Western Wayne along with Sandra Lansing of Citizen's Insurance Company – were instrumental in its success. A big "Thanks!" goes out to the staff of Western Wayne Child and Family Services, who continue to bring in donations of new clothes, and to everyone that played a role in this important event.

Staff appreciation at Genesee County North District

By Michelle Chockley, Family Independence Manager

Genesee County FIA North District, Flint

ChockleyM@michigan.gov

What do hot dogs, hamburgers, watermelon, baked beans and chips make you think of? That's right – a picnic!

Genesee County FIA director **Denise Chambers** and the North District Management Team held a patriotic picnic June 15 as one of their staff appreciation events. District manager **Mark Stevens** and **Rod Main**, acting FIM, put on their aprons and grilled hot dogs and hamburgers for approximately 100 staff. All management team members participated by serving staff during the picnic and providing delicious side dishes in an atmosphere of festivity and relaxation.



Having fun at the district office picnic.

June was proclaimed "Staff Appreciation Month" for the North District in Genesee County. Every Tuesday was a free casual day with a special theme, such as "crazy sock" day, "crazy hat" day, "wear a favorite team's shirt day" (YEAH PISTONS!), and "loud or wild" shirt day. In addition, we had movie day where "Second Hand Lions" was shown at different times over a two-day period. June also included an Ice cream social and a Coney Island fundraiser hosted by our Volunteer Services staff.

As of the quarter ending March 2004, the North District has zero percent misissuance rate for Food Assistance Program, while Genesee County as a whole is at 0.58 percent misissuance rate. The Management Team thanks every employee for all the hard work you do everyday! The Management Team is comprised of Mark Stevens, **Olga Strahan**, **Ruth Johnson**, **Teri Hemingway**, **Michelle Chockley**, **James Strahan**, **Dawn Rodriguez**, **Colleen Hayes**, **Carole Holt**, Rod Main, **Sallie Galloway**, **Jane Fields**, **Ann Marie Simon** and **Paula LaFountain**.

6W2W alive and well at Traverse City Disability Determination Service office

From Beverly Woods
Disability Determination Service, Traverse City
Beverly.J.Woods@ssa.gov

Although it is no longer an FIA-sponsored event, the Traverse City DDS office held its own Six Weeks to Wellness – or 6W2W. Renamed the "Jim Mudgett Wellness Challenge" in memory of one of our doctors, the event ran from May 3-June 13.

The \$140 we raised in registration fees were donated to the Tart Trails which was a pet project of the late Dr. Mudgett. Twenty three percent of our employees participated in the event.

Traditional 6W2W criteria was used in the campaign with extra points awarded for participating in group activities that included a walk to McDonalds for a "healthy" lunch, a salad potluck, kayaking and several other activities.

Certificates were awarded to each participant with ribbons being awarded to the winners during the "Potluck Salad Luncheon Celebration" June 23. Special thanks to **Jean Palmieri** who coordinates this event every year.

News You Can Use

Leadership skills for women

Information: Waterstradtj@michigan.gov

A new web-based course is available to help prepare women to become strong and confident leaders.

Leadership Skills for Women shows women how to use their unique talents and feminine strengths to become good leaders. The course will help women understand how they can use their unique abilities to lead teams effectively. It will also show them methods to empower themselves both personally and professionally.

The course will take about one hour to complete, and it is available to all FIA employees. You can access it at any time in the Office of Professional Development's learning resources database at this web address: <http://www.quickknowledge.com/qk/alliance/TipInteractive/popups/Courses/Preview.asp?courseid=187> Click on "more info" next to the course name.

You can search for other web-based courses at: <http://performance-architect.mfia.state.mi.us/resourceTools/SearchResources.asp>. Then, in the drop-down boxes, select "web based training" and the category of resource that you are interested in, and click on "Search."

**Your letters,
intercepted
and otherwise**

Date: June 18
To: FIAWeb@michigan.gov
Subj: Clients or customers?

Thank you for polling question. Of all of the many moves this department has made over the years, changing the term client to customer is right behind ASSIST in my book. I won't go into the reasons why I feel that way but for now, just let me just thank you for asking.

Darrell J. Adams

Muskegon County FIA, Muskegon

■ *Adams commented on a FIA-Net survey conducted in June that asked whether FIA staff should call service consumers clients, customers or recipients. Clients received 77 percent of votes in the poll, prompting FIA director Marianne Udow to say, "Let's go for it and use clients."*

Date: June 11
To: **Paula Shuler , Social Services Supervisor**
Antrim County FIA, Bellaire
Subj: Paula Lipinski

Yesterday, a jury convicted defendant (unnamed) on five counts of criminal sexual. This case was initiated through a (complaint that) was received and acted upon by [Paula Lipinski](#). Upon learning of the allegations of sexual abuse, Ms. Lipinski immediately involved law enforcement to assist with the investigation. During the trial, I had the opportunity to see Ms. Lipinski face a very imaginative defense attorney. Prior to the trial, I had concerns whether her prior experience would have prepared her for what I expected to be a very difficult cross-examination. She came to court well prepared, and conveyed to the jury not only the facts in a skillful manner but also clearly explained her understanding and knowledge of forensic interviewing. Her performance under the strain of cross-examination was well beyond what I would have expected from a worker with many more years of experience. She did an excellent job. Because of Ms. Lipinski's assistance and remarkable performance on the stand, our office was able to succeed in the prosecution of the defendant. More importantly, the minor children who were victimized will be able to rest easy for a time while the defendant serves his prison sentence. Please pass on the sincere appreciation to Ms. Lipinski. It will be a pleasure to work with her in the future.

[Charles H. Koop](#), Prosecuting Attorney

Antrim County, Bellaire

■ *Paula Lipinski is a children's protective services specialist with Antrim County FIA.*

Date: June 9
To: [Cynthia Cole](#), CPS Specialist
Mason County FIA, Ludington
Subj: Thank you

I wanted to say thank you for everything that you have been doing for me to help me get my children back – who I love very much. You have been a wonderful blessing in my life. I know I struggled for the longest time and finally managed to get my act together after your many attempts of pushing me forward and keeping me headed in the right direction. I am going to keep going forward from now on. My children mean a lot to me and with your help I realized that the most when I am without them. I know I was stubborn and hardheaded at first. You managed to see through all of that and bring out the person in me who I used to be, with a lot of extra guidance. I am glad to say I am happy again. Most of all I am happy to say that you believed (in) me with all the many extra kicks in the butt and your dedicated time in the family case. Thanks a lot Cynthia!

Adeline Bayer

Ludington

Date: May 8
To: [Dana Arends](#), Eligibility Specialist
Muskegon County FIA, Muskegon
Subj: Thank you

Thank you on behalf of myself and my sister for your time recently in helping us to understand filling out a Medicaid application form on behalf of my 94-year-old mother. You were very helpful. We should be sending you a completed application form with attachments within the next 2-3 months.

Ann Lunsford Mikulski

New Jersey

■ *Dennis Nienow, adult services manager, submitted this letter for publication. "Dana often receives letters like this as she provides great customer service," he said.*

FIA Matters! is a product of
Michigan's Family Independence Agency
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Submit stories by e-mail to:
FIA-Newsletter@michigan.gov